

METHODS FOR ENABLING E-COMMERCE VOICE COMMUNICATION

A method for operating a server includes receiving a page request for a web
5 page from a client computer via the Internet, the web page including an icon, retrieving the
web page from a storage of the server, sending the web page to the client computer via the
Internet, receiving a request from the client computer to initiate a telephone call via the
Internet in response to a selection of the icon on the web page, initiating a real-time
communications channel between the client computer and the server via the Internet in
10 response to the request, determining a telephone number in response to the request, using a
voice modem, coupled to the server and to a telephone line, to dial the telephone number,
receiving packets of voice data from the client computer from the Internet, reassembling the
packets of voice data into a stream of digital voice data, converting the stream of digital voice
data to a stream of analog voice data, outputting the stream of analog voice data to the voice
15 modem, and outputting the stream of the analog voice data from the voice modem to the
telephone line.

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